

Federal Student Aid (FSA) Enterprise Portal – Release 1

Service Level Agreement

VDC Service Level Agreements

Targets are subject to a 3-6 month baseline

Performance Metrics are different from the SLA Metrics

SLA	SLA Metric	SLA Descriptors	Comments	Issues/Caveats	Recommended Monitor / Capture Tools
1) System Platform Availability (ITA)	Production : <ul style="list-style-type: none"> 99.7% of scheduled availability 7x24 except Maintenance Window Development : <ul style="list-style-type: none"> 99.% of scheduled availability 8am to 5pm eastern weekdays 	Descriptor: Hardware and operating systems availability – servers and all associated system software Availability: Production database: 24 hours a day 7 days a week with the exception of Normal Outages Measurement: (Total scheduled availability minutes – total outage minutes) / total scheduled availability minutes *100 Exclusions: Excludes Dept. of Education Approved /Planned outages	Offering Based on: <ul style="list-style-type: none"> Technology Facilities infrastructure Operating systems Subsystem release levels 		
2) Oracle Database and Application Availability	<ul style="list-style-type: none"> 99.9% of scheduled availability 7x24 except Maintenance Window 	Availability: Production database: 24 hours a day 7 days a week with the exception of Normal Outages Measurement: (Total scheduled availability minutes – total outage minutes) / total scheduled availability minutes *100 Exclusions: Excludes Dept. of Education Approved /Planned outages			
3) VDC Internet Availability	<ul style="list-style-type: none"> 99.9% of scheduled availability 7x24 except Maintenance Window 	Descriptor: Availability of Web Server via Internet Availability: 24 hours a day 7 days a week with the exception of Normal Outages Measurement: (Total scheduled			

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		<p>availability minutes – total outage minutes) / total scheduled availability minutes *100</p> <p>Exclusions: Excludes Dept. of Educ. Approved /planned outages</p>			
4) Backups	<ul style="list-style-type: none"> As Scheduled 	<p>Descriptor: Backups of Oracle application/systems software and data will be performed nightly</p>			

